

SMARTER PATIENT ENGAGEMENT

# RevSpring Predict™

**Predictive intelligence that helps your team reach the right patient, in the right way, at the right time.**

RevSpring Predict analyzes demographic and behavioral data—without using credit data or borrowing behavior from other clients—to give you four actionable scores for every patient. Each score is designed to be operationalized: prioritize outreach, surface assistance eligibility, set the right plan offer, and pick the channel most likely to land.

## 01 The four scores

### 01 Propensity

**How likely is this patient to pay?**

Public-record and behavioral signals predict payment likelihood, so teams can prioritize outreach and tailor follow-up intensity.

OUTPUT **LOW** **MEDIUM** **HIGH**

### 03 Affordability + Plan

**What can this patient afford each month?**

Calculates a personalized monthly estimate, so the right plan is offered upfront—less friction, better collection rates.

OUTPUT **MONTHLY \$--** **LENGTH -- MO**

### 02 Charity

**Does this patient qualify for financial assistance?**

Identifies patients likely eligible for charity care or assistance programs, connecting them to the right support resources.

OUTPUT **YES** **NO**

### 04 Channel

**What's the best way to reach this patient?**

Predicts the channel each patient is most likely to respond to, so every touchpoint has the best chance of connecting.

OUTPUT **EMAIL** **PRINT** **TEXT** **CALL**

## 02 What powers RevSpring Predict

### Demographic data

Public records from thousands of sources—occupation, assets, investments, net worth, household characteristics, and purchase history.

### Behavioral data

Patient behavior within RevSpring's own applications—payment history, statement interactions, channel preferences, and outstanding balance history.

No credit data used

No cross-client behavioral data

HIPAA-aligned data handling

## 03 Every score is built to be operationalized

### Prioritize outreach

Propensity ranks the work queue so staff effort follows payment likelihood.

### Surface assistance eligibility

Charity flags the patients who belong in a financial assistance conversation, not a collections one.

### Set the right plan offer

Affordability sets a monthly amount and term the patient can actually keep.

### Pick the channel that lands

Channel routes each message to email, print, text, or call based on likely response.

## Data handling

RevSpring Predict scores patients from demographic public-record data and behavior observed inside RevSpring's own applications. It does not use credit data or borrowing behavior, and it does not borrow behavioral data from other clients.

All data handling is HIPAA-aligned, so every score can be put to work inside existing revenue cycle workflows.



### See RevSpring Predict™ in action

Contact us today for a personalized demo and see the four scores run against your own patient population.

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